

LOS ANGELES COUNTY PROBATION DEPARTMENT	DSB-1700
<b>JUVENILE SERVICES</b>	

All DSB Managers and Movement Coordinators will retain a copy of the updated list, which will include the following information:

- Name
- Date of Birth
- Assigned Unit
- Agency Requesting Hold
- Date of Hold
- Anticipated (Hold) Release Date
- Status/Comments

The list will be updated and distributed no later than Tuesday of each week. Any questions and concerns can be addressed by contacting any of the applicable Juvenile Hall Movement Coordinators:

- CJH (323) 226-8631
- BJNJH - (818) 364-2036

For emergencies of after-hours requests, please call (323) 226-8631.

## **1715 YOUTH GRIEVANCE PROCEDURES**

DSB staff shall assist youth with completing, filing grievances, and/or during any stage of the grievance process (including, but not limited to the hearing processes) in which the youth needs assistance, upon request. Youth may appeal and have resolved grievances relating to any condition of confinement, including but not limited to health care services, classification decisions, program participation, telephone, mail or visiting procedures, food, clothing, bedding, mistreatment, harassment or violations of the nondiscrimination policy. Staff must remain objective and helpful while assisting youth with the grievance procedure and not direct any form of retaliation against them for filing grievances. There shall be no time limit on filing grievances.

(Meets standards set forth in Title 15, Section 1361 (d)(2))

To protect their identity, a youth may submit a grievance anonymously. The grievance will be processed and handled the same way as a grievance submitted with a name.

The Grievance Procedures and forms must be available in English and Spanish and easily accessible to youth.

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**Youth detained in Juvenile Hall shall:**

- Have free access to a Grievance (Attachment A), which provides an opportunity for a fair review and resolution of complaints concerning any aspect of their care while in detention.
- Receive the Grievance Procedures during their initial orientation at Juvenile Hall.

(Meets standards set forth in Title 15, Section 1361 (a))

**Juvenile Hall Grievance Officer**

A Grievance Officer shall be assigned to each juvenile hall. The facility Grievance Officer's primary responsibility shall be to facilitate the timely resolution of all grievances and to coordinate any grievance appeals filed at the facility.

**Each Juvenile Hall Grievance Officer shall:**

- Process and handle the grievances and appealed grievances received throughout the facility or electronically.
- Review the grievances collected, handled and processed in the facility each week.
- Ensure that each grievance or appealed grievance is processed properly and in a timely manner.
- Ensure that grievances that are filed and involve another agency or entity within the facility are handled and addressed by the responsible agency in a timely manner.
- Ensure that grievances that involve multiple issues have resolutions for each issue noted.
- Meet with all youth who have filed grievances each week, to ensure their grievances have been addressed.
- Ensure that youth sign their completed grievances and receive copies.
- Retain copies of the grievances for filing in the Superintendent's office.
- Enter grievance information into the Probation Information and Reporting System (PIRS).
- Maintain a current log of all grievances filed at the facility
- Prepare weekly and monthly reports regarding grievances as instructed by the Superintendent.

**JUVENILE SERVICES****Juvenile Institutions Grievance System (JIGS)**

The Juvenile Institutions Grievance System (JIGS) allows youth in the halls to electronically submit grievances using their LACOE laptops. Youth have an option to submit an electronic grievance anonymously. Once a youth submits a grievance through JIGS, an email notification is sent to all responsible parties (grievance officer, their back up, and supervisor) whom shall check their facility's respective grievance mailbox and print out new and outstanding grievances submitted by 10:00 am each morning. The printed grievances shall be processed in the same manner as a hand-written grievance. The current paper form remains as the primary method for submitting a grievance while JIGS provides an automated method. Harassment or retaliation from other youth and/or staff resulting from the submission of a grievance will not be tolerated.

**Posting of Grievance Procedures**

Juvenile facilities shall post a copy of the Grievance Procedure (Attachment "A") and blank Grievance Forms (Attachment "B-1 and B-2", Prob. 1622, Rev. 12/14). Post on each side of each living unit and in other locations where youth congregate (such as school, medical unit, gymnasium, court holding areas, and Movement and Control).

Additionally, "Instructions for Completing the Grievance Form" are included in Attachment B.

**Grievance Procedures**

Youth have free access to grievance forms in the dayroom of their unit, Medical Unit, Hope Center, and school classrooms. Youth shall complete Section A of the Grievance Form and provide the grievance to any Probation staff or non-deputized personnel such as the doctor, nurse, therapist, teacher, advocate or volunteer at the facility. Grievance Forms may also be placed confidentially in one of the locked Grievance/Request for Services boxes, mounted in the dayrooms of each living unit, dormitory, school, Medical Unit, or HOPE Center.

(Meets standards set forth in Title 15, Section 1361 (b))

Non-deputized personnel who receive a grievance shall immediately forward the grievance to the Officer of the Day (O.D.) or a Director. Upon receipt, the O.D. or Director shall assign the grievance to the appropriate staff at the lowest appropriate level to handle.

(Meets standards set forth in Title 15, Section 1361 (c))

Each day the Juvenile Hall Grievance Officer shall collect and process Grievance Forms from each of the Grievance Boxes at their facility.

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Probation peace officer staff assigned to Juvenile Hall living units shall process the grievances received as outlined below:

**NOTE: ALL GRIEVANCES THAT RELATE TO HEALTH AND SAFETY ISSUES MUST BE ADDRESSED IMMEDIATELY**

(Meets standards set forth in Title 15, Section 1361 (d))

**STEP 1:** The youth completes a Grievance Form and submits it to the Detention Services Officer (DSO), who will review and then grant or deny the grievance in writing and ensure a copy of the completed grievance is returned to the youth by the end of the shift. If the youth grieves more than one (1) issue on the form, each issue must be individually addressed on the form by the staff handling the grievance. (If the grievance involves a complaint against the DSO, the youth may choose to bypass this step and/or place grievance in unit grievance box).

**STEP 2:** If the grievance is not resolved, or the youth chooses to bypass the first step, the youth may submit the grievance to the Senior Detention Services Officer (Sr. DSO), who will review and then grant or deny the grievance in writing and ensure a copy of the completed grievance is returned to the youth before the end of the shift. If the youth grieves more than one (1) issue on the form, each Issue must be individually addressed on the form by the staff handling the grievance. (If the grievance involves a complaint against the Sr. DSO, the youth may choose to bypass this step and/or place grievance in unit grievance box).

**STEP 3:** If the grievance is unanswered, or the youth wishes to bypass the second step, the youth may file the grievance directly with the Supervising Detention Services Officer (SDSO), who will investigate and answer the grievance in writing and ensure a copy of the completed grievance is returned to the youth within two (2) business days. If the youth grieves more than one (1) issue on the form, each issue must be individually addressed on the form by the supervisor handling the grievance. (If the grievance involves a complaint against the SDSO, the youth may choose to bypass this step and/or place grievance in unit grievance box).

**STEP 4:** If the grievance is denied at steps 1 or 2, the youth may appeal the grievance to the Supervising Detention Services Officer. A formal grievance appeal hearing will be held by the supervisor within two (2) business days of receipt of the grievance. If the grievance involves a complaint against the SDSO, then the Division Director or designee shall assign an SDSO not directly involved in the circumstances that led to the grievance.

**NOTE:** In each step above, youth may elect to be present to explain their version of the grievance to a person not directly involved in the circumstances that led to

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the grievance. Also, in each step, the response is to be made on the Grievance Form initiated by the youth and shall include a description of the actions taken on behalf of the youth to resolve the grievance, or a notation as to the reason why the grievance was denied. The staff member handling the grievance is to discuss the grievance results with the youth, note the date the grievance was discussed with the youth, ask the youth to sign and date the grievance, provide the youth with a photocopy of his or her original grievance, and forward the completed grievance to the Building Supervisor.

(Meets standards set forth in Title 15, Section 1361 (d)(1))

**STEP 5:** If the grievance is denied at step 3, or the appeal is denied at step 4, the youth may appeal the grievance to the Division Director. A formal Grievance Appeal Hearing will be held by the Director within two (2) business days of receipt of the grievance. The Director may continue the hearing to a reasonable date for the necessity of obtaining all pertinent facts. The Director's response is to be made on the Grievance Form initiated by the youth and shall include a description of the actions taken on behalf of the youth to resolve the grievance, or a notation as to the reason why the grievance was denied. The Division Director's decision is subject to review by the Superintendent on final appeal.

(Meets standards set forth in Title 15, Section 1361 (e-f))

NOTE: If the regularly assigned Division Director is unavailable to conduct the appeal hearing, the Superintendent shall appoint another Division Director, not involved in the original Grievance, to handle the appeal.

An initial response to grievances must be provided within three (3) business days. All grievances must be resolved within 10 business days, unless circumstances dictate a longer time frame. The youth shall be notified of the delay.

(Meets standards set forth in Title 15, Section 1361 (g))

**GRIEVANCE ACCOUNTABILITY**

The building SDSO shall review all grievances filed in the living unit while under their supervision. The Supervisor shall ensure the youth has an opportunity to review, sign and receive a copy of their completed grievance. The Supervisor shall then forward the completed grievance(s) to the Division Director for review.

The Division Director shall review the grievances, ensure the grievances are processed and handled appropriately and print their name in Section "D." The Director shall retain copies of the grievances on file in the office for one (1) full year.

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The Director shall retain a copy of all completed grievances from their Division and shall forward all original copies of completed grievances to the Superintendent's office where the copies will be maintained in the office for one year.

The Superintendent shall also be responsible for maintaining a log of all grievances filed at the facility utilizing the Probation Incident Reporting System (PIRS).

(Meets standards set forth in Title 15, Section 1361)

## **REPORTING SEXUAL ABUSE AND HARASSMENT**

Youth, who are the victim or have knowledge, suspicion, or information regarding sexual abuse or harassment, may report through the following means:

- Grievance procedure;
- Directly to staff, contractors, volunteers or visitors;
- Mental Health referral
- Medical referral;
- Contacting the ombudsman.

The Ombudsman can be contacted by those currently detained or have been released to report incidents of sexual abuse and/or sexual harassment. Parents, or any adult or entity with knowledge of any sexual abuse or sexual harassment occurring in a probation facility can report to the ombudsman.

*Refer to Section 1511 – Reporting Sexual Abuse and Harassment* for further guidelines and policies for staff to adhere for any instance of sexual abuse and/or sexual harassment.

## **PARENT/LEGAL GUARDIAN/OTHER PARTIES CONCERNS**

Whether or not associated with a grievance, concerns of **parent**, guardians, staff or other parties are to be addressed and documented in a timely manner. The individual with a complaint shall resolve the issue with a facility administrator or supervisor on site. If the grievance or concern is not resolvable or the person does not wish to resolve at the facility level, the agency Ombudsman may be contacted who will provide feedback and recommendations to every complainant as soon as possible with the intent to provide a response within ten business days from the date of the initial complaint.

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## FORMS

The Grievance Procedures and Forms (Forms are in English and Spanish) are available on Probnets; to access the procedures/forms:

- Log on to Probnets
- Click on Forms
- Select DSB Forms
- Click on the applicable Form or Grievance Procedures



**JUVENILE SERVICES****Attachment B****INSTRUCTIONS FOR COMPLETING THE GRIEVANCE FORM**

**A. MINOR'S INFORMATION:** The minor shall complete this Section by noting the following: name, date of birth, Facility Unit/Camp, what is the minor's grievance - where and when did it happen, what does the minor want to happen and signing and dating the Grievance Form.

**B. GRIEVANCE DECISION:** The staff receiving the grievance shall address the grievance and complete this Section of the form and noting whether or not the grievance was granted or denied, the date the grievance was handled, the action taken to resolve the grievance or the reason the grievance was denied (provide details), and print/sign name, print title (rank) and date the grievance.

**NOTE:** A clear notation of the action taken to resolve the grievance or the reason for the denial of the grievance must be articulated in this section. Grievances that have several issues to be addressed shall include a documented response for each issue individually in this section.

**C. MINOR'S RECEIPT/RESPONSE TO DECISION:** The staff or supervisor handling the grievance shall complete this section and document that they advised the minor of the grievance result, their name, title (rank), the date of the notification, note the minor's acceptance of the grievance result, whether the minor wishes to appeal the grievance, whether the appeal process was explained, ask the minor to sign the Grievance Form, indicate who the appeal is made and title (rank) of staff, make a photocopy of the completed Grievance Form, provide a photocopy of the completed form to the minor and give the original Grievance Form to the building SDSO or Camp SDPO. The SDSO/SDPO shall review the completed grievance and forward the completed Grievance Form to the Division Director for review and filing.

If the minor is not accepting of the grievance decision and wishes to appeal the decision to the supervisor, the staff is to check the box that indicates the minor wishes to appeal the grievance, explain the grievance appeal process to the minor, ask the minor to sign and date the grievance, note the name and rank of the individual (SDSO, SDPO or Director) the grievance is being appealed to, provide photocopies of the appealed Grievance Form, to the minor and the Division Director or Camp Director, and forward the original golden-rod-colored Grievance Form to the SDSO or Camp SDPO (or Director as appropriate) who will be handling the appealed grievance.

**D. FOR STAFF USE ONLY:** This section shall be filled out by the Juvenile Hall Grievance Officer or Camp Director. The Grievance Officer or Camp Director (or Camp SDPO designee) shall receive all completed regular and appealed grievances (except those alleging staff misconduct in juvenile hall), make personal contact with the minor, ascertain that the grievance has been addressed, indicate the grievance has been closed and date grievance closed, and ensure the minor receives a copy of the completed grievance, indicate the date the minor received a copy of the grievance, note that the grievance issue has been closed, note the date, enter the Grievance information into the Probation Incident Reporting System (PIRS) and indicate who the



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the file and forward the original grievance to Grievance Officer for forwarding to the Superintendent for review.

**G. SUPERINTENDENT'S/REGIONAL MANAGER'S REVIEW:** The juvenile hall Superintendent or Camp Regional Manager shall, within three (3) business days of the Director's review and decision, review the grievance and check the box indicating either agreement with or disagreement with the Director's decision, note any changes in decision (under "Comments"), sign and date the appealed Grievance Form, check the box and provide minor with a photocopy to the minor, ask the minor to sign and date that he/she received a copy of the grievance and forward the completed appealed Grievance Form to the Grievance Officer for final processing and closure.

**H. GRIEVANCE CLOSURE:** The Grievance Officer shall receive copies of all appealed grievances that have been finalized (except those involving allegations of staff misconduct). The Grievance Officer shall note the date the finalized appealed grievance was received, print name, make personal contact with the minor, ask the minor to sign and date the finalized appealed grievance, provide the minor with a photocopy of the completed appealed grievance, provide the Division Director with a copy of the finalized grievance, enter the information into PIRS and forward the finalized original grievance to Superintendent's office for filing.

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County of Los Angeles Probation Department  
**MINOR'S GRIEVANCE FORM**  
(FORMA DE QUEJA)

**(A) MINOR'S INFORMATION (INFORMACIÓN DEL MENOR)**

Name (Nombre): \_\_\_\_\_ Date of Birth (Fecha de Nacimiento) \_\_\_\_\_ Facility Unit/Camp (Unidad/Campo) \_\_\_\_\_

What is your grievance; when and where did it happen?  
(Cuál es su queja; cuándo y dónde ocurrió?) \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

If more space is needed, use additional forms (si necesita más espacio, use formas adicionales)

What do you want to happen?  
(Qué es lo que quieres que ocurra?) \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Minor's Signature (Firma del Menor): \_\_\_\_\_ Date (Fecha): \_\_\_\_\_

**(B) GRIEVANCE DECISION (DECISIÓN SOBRE QUEJA)**

☐ Granted (Otorgado) \_\_\_\_\_ Action Taken (Acción Tomada): \_\_\_\_\_  
Date (Fecha) \_\_\_\_\_

☐ Denied (Negado) \_\_\_\_\_ Reason (Razón por que se nego): \_\_\_\_\_  
Date (Fecha) \_\_\_\_\_ Provide Details (De Detalles) \_\_\_\_\_

Staff Name (Print)/Signature: \_\_\_\_\_ Title: \_\_\_\_\_ Date: \_\_\_\_\_  
(Firma de Personal): \_\_\_\_\_ (Título) \_\_\_\_\_ (Fecha) \_\_\_\_\_

**(C) MINOR'S RECEIPT AND RESPONSE TO DECISION (RESPUESTA Y RECIBO DEL MENOR)**

Staff Name (Print): \_\_\_\_\_ Title (Título) \_\_\_\_\_ Date (Fecha) \_\_\_\_\_  
(Nombre de Personal): \_\_\_\_\_

☐ Minor accepted grievance result and received copy (Menor acepto y recibió una copia del resultado de la queja).

☐ Minor wishes to appeal the grievance (Menor desea apelar la queja) ☐ Appeal process explained  
Proceso de Apelación fue explicado

Minor's Signature: \_\_\_\_\_ Appealed to: \_\_\_\_\_ Title: \_\_\_\_\_  
(Firma del Menor) \_\_\_\_\_ (Apelado a) \_\_\_\_\_ (Título) \_\_\_\_\_

**(D) FOR STAFF USE ONLY - PARA USO DEL PERSONAL SOLAMENTE**

☐ Grievance closed Date: \_\_\_\_\_ ☐ Minor received a copy: Date: \_\_\_\_\_

PIRS entry #: \_\_\_\_\_ Entered by: \_\_\_\_\_ Reviewing Director's Name: \_\_\_\_\_

☐ Grievance forwarded to (Select One): ☐ SDSO/SDPO (Supervisor) Date: \_\_\_\_\_  
Queja remitida a (Seleccione Uno): \_\_\_\_\_

☐ Director (Director) Date: \_\_\_\_\_

☐ Superintendent/Regional Manager (Director Regional) Date: \_\_\_\_\_

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Attachment B-1

**GRIEVANCE APPEALS SECTION****(Sección de Apelar la Queja)**

(E) APPEAL TO SUPERVISOR (Apele al Supervisor)			
SDSO/SDPO (print name) _____ (Supervisor)	Date Rec'd: _____ (Fecha recibida)	Decision (Decisión): <input type="checkbox"/> Granted (Otorgada) <input type="checkbox"/> Denied (Negada)	
SDSO/SDPO Signature (Firma del Supervisor) _____			
Reason (Razón): _____			
<input type="checkbox"/> Minor satisfied with the appeal result. (Menor satisfecho con el resultado)	Minor's Signature: _____ (Firma del Menor)	Date: _____ (Fecha)	
<input type="checkbox"/> Minor wishes to appeal the grievance to the Director-or Superintendent. (Menor indica que desea apelar su queja al director)			
<input type="checkbox"/> Minor received copy of grievance. (Menor recibió una copia de la queja)	Minor's Signature: _____ (Firma del Menor)	Date: _____ (Fecha)	

SDSO/SDPO HAS VERIFIED THAT ALL APPROPRIATE SECTIONS ARE COMPLETED.	
SDSO/SDPO (print name) _____ (Supervisor)	Date Rec'd: _____ (Fecha recibida)
SDSO/SDPO Signature (Firma del Supervisor) _____	

(F) APPEAL TO DIRECTOR (Apele al Director)			
Director (print name) _____ (Director)	Date Rec'd: _____ (Fecha recibida)	Decision (Decisión): <input type="checkbox"/> Granted (Otorgada) <input type="checkbox"/> Denied (Negada)	
Director Signature (Firma del Supervisor) _____			
Reason (Razón): _____			
<input type="checkbox"/> Minor satisfied with the appeal result. (Menor satisfecho con el resultado)	Minor's Signature: _____ (Firma del Menor)	Date: _____ (Fecha)	
<input type="checkbox"/> Minor wishes to appeal the grievance to the Superintendent or Regional Manager. (Menor indica que desea apelar su queja al Superintendente o Director Regional).			
<input type="checkbox"/> Minor received copy of grievance. (Menor recibió una copia de la queja)	Minor's Signature: _____ (Firma del Menor)	Date: _____ (Fecha)	

(G) SUPERINTENDENT/REGIONAL MANAGER'S REVIEW (Revisión del Superintendente o Director Regional)		
<input type="checkbox"/> I agree with the decision. (Estoy de acuerdo con la decisión)	<input type="checkbox"/> I disagree with the decision and instruct that the following actions are taken: (Estoy en desacuerdo con la decisión y pido que las acciones siguientes sean tomadas)	
Com: _____		
<input type="checkbox"/> Minor received copy of grievance. (Menor recibió una copia de la queja)	Minor's Signature: _____ (Firma del Menor)	Date: _____ (Fecha)
Superintendent or -Regional Manager's Signature: _____ (Firma del Superintendente)		Date: _____ (Fecha)

(H) GRIEVANCE CLOSURE (Cierre de Queja)	
Date final appeal received by Grievance Officer (Fecha la apelación final recibida por Oficial de Queja): _____	
Print name of Grievance Officer: _____ (Nombre del oficial de quejas):	
Minor's signature noting final receipt appealed grievance: _____ (Firma del menor anotando que recibió recibo final de la queja apelada)	
Date (Fecha): _____	